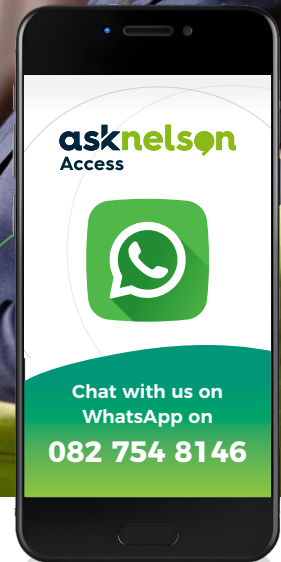


OLDMUTUAL

OLD MUTUAL SUPERFUND MEMBER ASSISTANCE PROGRAMME



asknelson Access



SUPPORT YOU CAN COUNT ON

Life doesn't stand still. Some days bring money worries and others bring family challenges, legal questions, or stress that feels hard to manage on your own. The good news is that as an Old Mutual SuperFund member, you have support.

Old Mutual SuperFund has collaborated with Kaelo to give you access to **AskNelson Access** - a confidential support service that helps you deal with life's everyday pressures, so you can stay focused on building the future you want.

AskNelson Access forms part of Old Mutual SuperFund's value added services and provides you with free access to emotional, financial and legal support.



CORPORATE

DO GREAT THINGS EVERY DAY

kaelolifestyle



REAL HELP... WHENEVER YOU NEED IT

Whether you're stressed, facing a tough financial situation or just need someone to talk to, **AskNelson Access** is here to help you feel heard, supported and more in control. **With AskNelson Access**, you can access Emotional Counselling, Financial Coaching, and Legal Advice - all provided remotely through phone or online support. This service helps you with:



EMOTIONAL COUNSELLING:

Talk to someone who really listens

Get confidential support in your home language, from qualified counsellors, psychologists and social workers. Use this safe, non-judgemental space to get help, support and coping strategies for:

- Stress, anxiety, and depression
- Relationship and family challenges
- Work-related difficulties
- Trauma and grief
- Substance abuse concerns

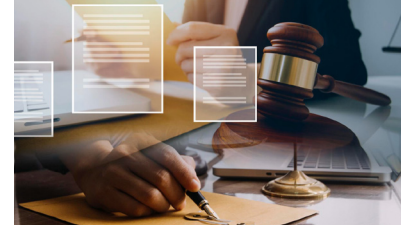


FINANCIAL COACHING:

Get on top of your money

Money stress can impact every part of your life. With AskNelson Access, you can speak to a professional financial coach who will help you make smart choices, reduce money pressure, and plan for the future you want. They'll guide you on:

- Managing your everyday expenses
- Budgeting and planning ahead for big decisions
- Saving, investing and protecting your future
- Debt management strategies
- Retirement planning
- Wills and estate planning
- Personal tax queries



LEGAL ADVICE:

Know your legal rights and protect your future

If you're facing a legal issue or just need help understanding your options, AskNelson Access's legal team can give you legal advice. When you call AskNelson Access, you get:

- Easy-to-understand legal advice
- Help writing letters and documents
- A free 30-minute consultation with a panel attorney (if referred)
- 24/7 support for urgent bail applications

IT'S ALL INCLUDED WITH SUPERFUND...

AND IT'S ALL AVAILABLE TO YOU.

The AskNelson Access service is available to:

- All active Old Mutual SuperFund members

Key features:

- Offered in 11 official South African languages
- 100% confidential
- Free support (paid specialist services optional)
- Emotional counselling available 24/7 by phone
- Virtual video sessions: Monday-Friday, 08:00-19:00
- Legal & financial queries: Monday-Friday, 08:00 - 17:00

With Old Mutual SuperFund, your wellbeing matters

We know that financial health starts with your overall wellbeing. Whether you're managing tough times or simply want to make smart decisions for your future, AskNelson Access is here to help. It's one more way SuperFund is walking the journey with you.

How to contact AskNelson Access

Getting help and guidance on AskNelson Access is quick and easy. Simply choose the channel that works best for you:



WhatsApp: Add 082 754 8146 and send 'Hi' as a message

- Follow the Select to Navigate prompt on screen
- Choose Value Added Services
- Select AskNelson Access



Send a "Please call me" to:

MTN: Dial *121*0726205699#

Vodacom: Dial *140*0726205699#

Cell C: Dial *111*0726205699#

Telkom Mobile: Dial *140*0726205699#



Toll-Free Number: 0800 635 766



AskNelson@kaelo.co.za



*134*928#



Book virtual sessions: kaelo.co.za

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Kaelo Lifestyle is administered by Kaelo Simply Healthcare (Pty) Ltd, registration number 2004/009584/07. Please note that this is a summary of the products and highlights key benefits, features and limits. Please read in conjunction with all associated product documents.



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Old Mutual Life Assurance Company (SA) is a licensed FSP and Life Insurer.